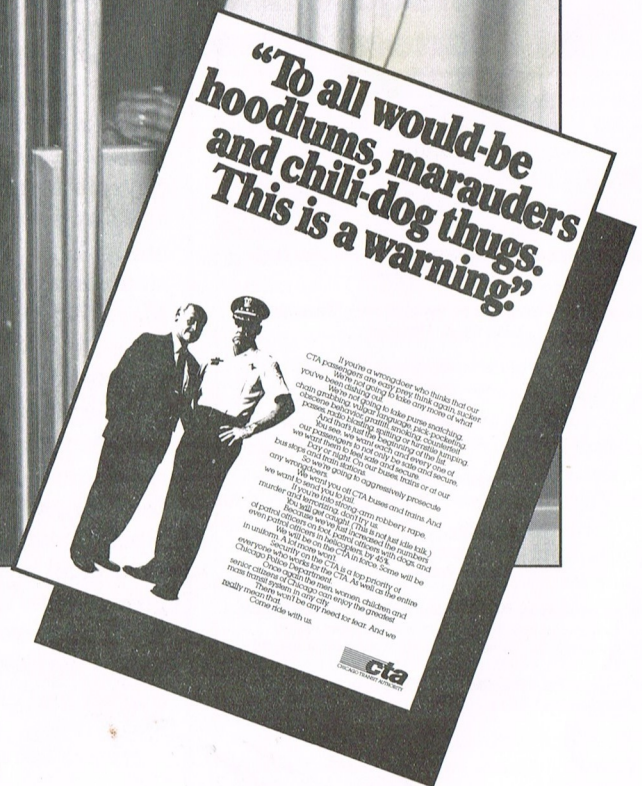




*Improved rider security possible with state funds.  
(Story on page 4.)*





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## Deputy's message

I am delighted and honored to be the second guest columnist in this new *Transit News* forum. This is an exciting time to be working in the Maintenance and Engineering Sector.

In the year that I have held this position, Maintenance has routinely provided enough vehicles for scheduled passenger service each rush hour. This is a modest achievement by CTA historical standards, but an important first step and a significant improvement over 1988.

In order to improve maintenance performance and quality over the long term, all groups have returned "back to basics." Management was reorganized to make lines of responsibility and authority clear. Decision-making was decentralized and shifted to the appropriate lower levels. Maintenance goals and policies were reviewed and restated in a clear and concise manner. Management and union employees have worked together to improve vehicle and facilities maintenance. Morale is greatly improved and a quiet confidence is building.

A new spirit of cooperation has been forged between Maintenance and Operations. Improved communications at all levels have provided both groups with more timely information, minimized conflicts and provided the means to resolve shared problems quickly and effectively.



*David Hillock*  
Deputy Executive Director  
Maintenance and Engineering Sector

We have identified chronic maintenance problems and are developing programs to resolve them. Maintenance plans for the Bus, Rail Vehicle and Facilities Maintenance Divisions are now being finalized. All three plans set out to break the cycle of failure maintenance at CTA by greatly expanding Program Maintenance. This cost-effective approach stresses component

changeout at pre-determined intervals before failures occur.

A study of Rail Vehicle Maintenance, recently completed by ATE Management and Service Company notes that Maintenance personnel "...from top management to employees on the shop floor are, by and large, talented, sincere and dedicated". We couldn't agree more!

Each of CTA's 600 million annual riders expects a comfortable, clean, fast, safe and reliable vehicle to travel in. It is our job in Maintenance to give them good reason to come back and ride CTA again. No excuses!

There are other exciting things happening in our division, and I will share some of these with you in my future at bats in the Deputy's Column.

Best wishes to you and your families in 1990.



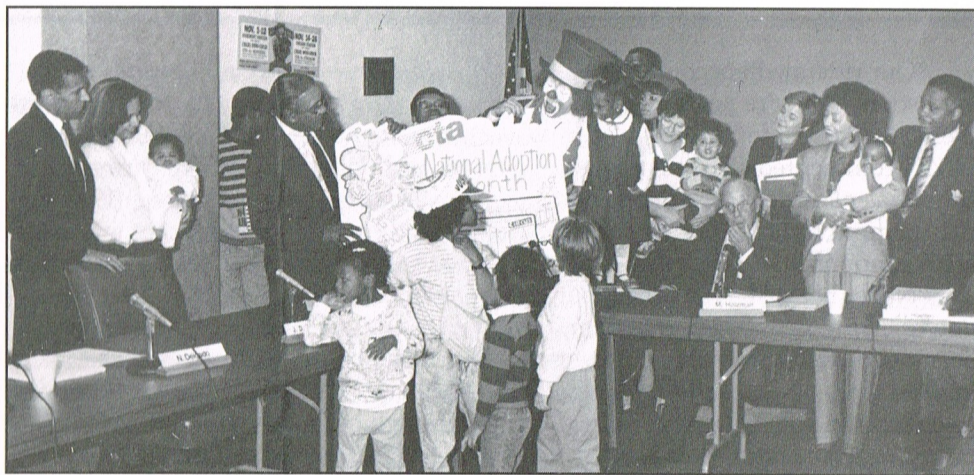


## CTA sponsors trip to circus for 1,000 needy children

Complimentary tickets for performances at Ringling Brothers, Barnum and Bailey Circus were provided for 1,000 boys and girls by the **Chicago Transit Authority** when the "Greatest Show on Earth" visited Chicago in November.

The young recipients of the complimentary tickets were identified by the Illinois Department of Children and Family Services as needy children. In announcing the ticket donation, CTA Chairman **Clark Burrus** said, "Since CTA was the first corporate sponsor of the State of Illinois Company Kid program aimed at encouraging adoptions, we think it's only fitting to help as many deserving children as possible enjoy an activity that brings some wholesome excitement into their lives. This seems to be a natural extension of CTA's 'We Care' spirit." Governor Thompson also proclaimed November Adoption Month in Illinois.

CTA also helped to generate interest in the circus by providing



*Patches the clown, of the Ringling Brothers, Barnum and Bailey Circus, hams it up while CTA Chairman **Clark Burrus** (left), looks on during the CTA board meeting. Patches was excited about CTA's sponsorship of 1,000 complimentary circus tickets for needy children. The audience included several children from the Illinois Adoption agency.*

advertising on buses and trains, and encouraging the use of public transportation as the most convenient and economical way of reaching show locations.

## Benefit Services plans open enrollment



The Benefit Services department will conduct an open enrollment period for employee benefits within the next several months, it was announced by **Charles A. Andersen**, Benefits Services manager. Andersen said an announcement of the enrollment period will be attached to paychecks. Questions about open enrollment should be directed to the Benefits Services department, extension 3618, Mart.

Andersen also noted that nearly 2,000 CTA employees may have lost dependent medical and dental coverage because, when returning health insurance questionnaires, they failed to provide marriage licenses and birth certificates to verify the status of their claimed dependents.

Letters were sent to employees requesting that the proper documentation be provided during 1989. Andersen said as of January 1, 1990, dependents of employees who failed to provide the requested documentation will be dropped from CTA's medical and dental coverages.

**Also, please note:** Employees with questions about sick pay claims should call the department on extension 3613,



## Don't forget your Magic Kingdom Club card

Packing for your vacation? Don't forget your Magic Kingdom Club membership card. It's free. Just look at what you get:

- Reduced admission prices to Disneyland Park in California, the Magic Kingdom, EPCOT Center, Disney-MGM Studios Theme Park, Typhoon Lagoon and Pleasure Island at Walt Disney World in Florida, and Tokyo Disneyland in Japan.
- Specially-priced Vacation Plans at Disneyland, Walt Disney World and other destinations such as Hawaii, San Diego, and Paradise Guest Ranch in Wyoming.
- Savings on Delta Air Lines when flying to the five Los Angeles area airports and Orlando, Florida plus discounts at most Hilton Hotels and National Car rental locations throughout the U.S.

- 10 percent discount at the Disney stores located nationwide.

- Reduced rates on cruises to the Bahamas, the Caribbean and Mexico.

- Use of the Magic Kingdom Club Travel centers in California and Florida providing information and reservation services for Club vacations, airline tickets and rental cars.

These benefits and services are available exclusively to Magic Kingdom Club members. For a complete list of Club benefits and programs, CTA employees should obtain a club membership card and membership guide from **Carmen Gonzalez**, promotional services representative, Marketing department, room 411, Merchandise Mart. Inquiries may also be made at extension 3313.





## Improved rider security possible with state funds

"Our riders will become aware very soon, if they're not already, that their security is a top priority for CTA," commented Chairman **Clark Burrus** as plans for stepped-up security on rapid transit and bus service were announced in late November.

"Never before has so much manpower, in uniform and undercover, been devoted to this effort. Engineering and technology improvements will also play a major role in this campaign," the chairman said.

New measures for improved CTA security were made possible through increased funding from the Illinois state legislature.

Besides the addition of patrol officers in both city and suburban areas served by CTA's rapid transit system, new security steps include the installation of closed-circuit cameras and monitors, better lighting, and improved visibility of riders waiting for trains.

Several of the new security measures were implemented during 1989 at an estimated cost of \$1.9 million, with an additional \$4.5 million earmarked for security improvements in 1990 and future years. This significant increase to the previous security budget of \$6.8 million demonstrates that rider security is one of CTA's highest priorities.

Manpower increases which took effect in 1989 include the addition of 28 Chicago policemen and 10 canine patrol officers and supervisors to the existing force of 230 Chicago police officers, 13 canine teams and two supervisors. Eight police officers from suburbs served by CTA trains and 52 security guards will also patrol the rapid transit system, marking the first time that suburban officers and security guards have been directly involved.

Other measures taken to benefit CTA riders include security-oriented painting, lighting and glazing improvements, together with the installation of annunciators (warning bell-lights) which let riders know when a train is approaching. The annunciators are being installed near agents' booths at four rapid transit stations on the Congress line. By waiting until the signal is heard, riders can stay warmer and dryer during inclement weather and limit the time needed to wait on a station platform.

The additional security personnel are being funded on an ongoing basis. Painting, lighting and glazing improvements will be made at three additional stations per year, and annunciators will be repaired or placed in operation at approximately six additional locations annually.

Closed circuit cameras and monitors will also be installed this year along the platforms at Loop stations in the State and Dearborn subways. Camcorder security cameras will be installed in a pilot program to record activity on 10 buses deployed along routes with a potential for criminal incidents.

An aggressive marketing and public relations campaign, including newspaper ads, radio commercials, press releases and press conferences will increase public awareness of CTA's commitment to improved security.



State Representative Alfred Ronan, flanked by transit and police officials, expresses support for improved security planned for CTA riders. Present for the occasion were (left) CTA Chairman **Clark Burrus**, Chicago Deputy Police Chief **Sherwood Williams**, Commander **Robert Dart**, Mass Transit unit; CTA Board member **Milton Holtzman**, Evanston Police Chief **Ernest Jacobi**, and CTA Engagement Manager **Bernard Ford**.





## ON THEIR TIME



Uncle Buck extras Kevin (left), David and Christopher Cantwell with their dad, Bill Cantwell.

## Uncle Buck film includes sons of a CTA employee

There is more to life than working in a CTA warehouse. Just ask **Bill Cantwell** of Stores in Skokie. Cantwell, of Berwyn, and his sons, **David**, 13; **Kevin**, 12, and **Christopher**, 9, are also making careers of being movie extras. Kevin and Christopher are featured in actor John Candy's recently released, and much touted film *Uncle Buck*. Son David appeared as an extra in the horror movie *Child's Play*.

Kevin and Christopher, the only extras to make it into a close-up scene in *Uncle Buck*, were filmed eating sandwiches in a school cafeteria. When Candy's nephew unloaded his lunch box of its unappealing contents, the Cantwell brothers made a hasty retreat. Their father, Bill, a CTA employee since 1965, was an extra in *The Color of Money*, starring Paul Newman and Tom Cruise. The senior Cantwell's career as an extra began with *The Million Dollar Ripoff*, in which the late comedian Freddie Prinze was also featured. Portions of that film were also shot on CTA property. Cantwell's only association with movies before becoming a film extra was as manager of a neighborhood drive-in theater where he worked for 10 years. Meanwhile, Cantwell plans to continue seeking extra movie roles for himself and his family.

## Signal foreman earns Army support award

The Army National Guard has presented the Employer Support award to CTA signal foreman **Tommie Lowery** of south section Signal Maintenance for his support of CTA personnel who are active with the Guard.

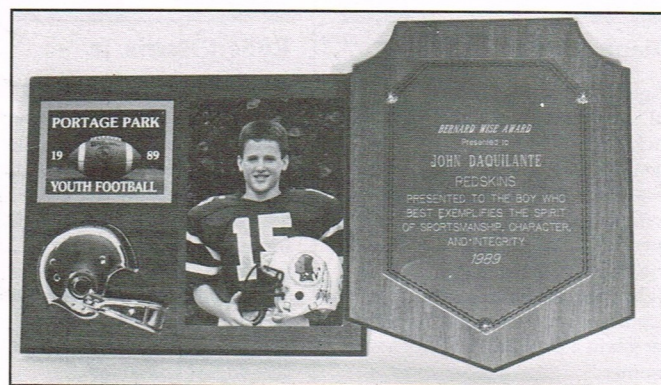
The award was presented to Lowery by the members of Company C, 1-178 Infantry, 5200 South Cottage Grove, Chicago. The unit's first sergeant is CTA signal maintainer **Raymond Pitts** who recommended the foreman for the award.

Lowery, who has been a CTA employee for more than 30 years, said that he understands the importance of Guard activities. He has worked closely with Pitts and other parttime military personnel to help them avoid work schedule conflicts with military responsibilities.

## Daquilante youth earns sportsmanship award

When 13-year old John Daquilante enters high school this year, his impressive record as quarterback for the Portage Park Redskins youth football team is sure to be noticed by the St. Pat's high school coaches. The son of **Joseph Daquilante**, control center assistant superintendent, the St. Roberts Bellermine eighth grader received the 1989 Bernard Wise award, a plaque which is presented annually to the boy who "best exemplifies the spirit of sportsmanship, character and integrity." During the 1989 season, young Daquilante led his team to an all time best 11-0 record. His performance included delivering 16 touchdown

passes. His team held opponents to minus yardage while picking up more than 2,600 yards on offense. The season climax for the Portage Park Redskins was their 50-0 triumph over the Florence, Ky. All Stars at Kentucky during the Thanksgiving weekend.





## Four employees receive Spirit of Chicago awards



Board Chairman Clark Burrus (far left) presented certificates of appreciation to "Spirit of Chicago" honorees (from left) David Mazurek, John Stiles, Pearlle Jones, and Joseph Maryland.

The CTA board has honored four more employees with the "Spirit of Chicago" award for exceptional performance.

Receiving the recognition as the panel convened for its December meeting were motorman **Pearlle Jones**, conductor **John Stiles**, and car repairer **David Mazurek** of Howard terminal, and operator **Joseph Maryland**, of North Park garage.

The three assigned to Howard terminal were cited for helping to evacuate a disabled train in the State Street subway. Joseph Maryland earned accolades for preventing three female passengers from being pickpocketed as they were boarding his bus. Maryland was also commended by the *Chicago Post* which recognized his dedication as a bus operator, and described him as a "naturally pleasant person."

Motorman Pearlle Jones and conductor John Stiles had charge of a four-car Howard-Englewood train which derailed in the subway northwest of the station at Clark and Division. After inspecting the train to determine the extent of the problem, they tried to put out a small fire that developed behind the train, contacted the CTA control center for assistance and evacuated passengers along a catwalk to the nearest station.

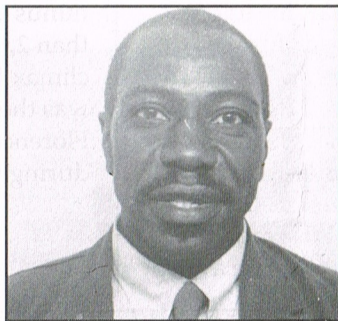
David Mazurek, a passenger on the train during the incident, helped in the evacuation of other passengers.

## COMMENDATIONS



**Diane Gordon**

(Agents West), was called "delightful" by M.E. Hertel, of North Kilpatrick Avenue, who regularly uses the Logan Square subway station. "She starts my day out right. In her own pleasant way, she is the one hurrying customers through the line, not vice versa. She should be highly praised for not letting the public get her down, and for doing her job in a pleasant and efficient manner."



**Robert Harris, Jr.**

(No 1 Indiana/Hyde Park, 77th Street garage) was praised by Pat and Peter Kollar of Naperville, for "looking at the doors of Union Station as he is pulling away to see if any stragglers are trying to catch his bus. He always greets each of us with a smile and a pleasant 'Good morning.' What a wonderful way to start the day! He is safe and courteous, and he cares about his passengers and his job."



**Ilda Castellanos-Waddell**

(No. 22 Clark, North Park garage) is a "super driver," according to Lawrence Nudelman, of North Campbell Avenue. "It is a pleasure to watch how she greets all her passengers with a smile and a 'Hello!' This young lady is especially courteous toward senior citizens, and she never complains when it takes them a little longer to board the bus. Unlike some, she also calls out every stop."



**Karl Kassal**

(No. 162 Pulaski/Steverson Express, Archer garage) was appreciated by Charlotte Hutchinson, of South Rockwell Street, for "his promptness and dependability. Always being there on time is very important to those of us who ride with him. He adheres to his schedule religiously. He has a concern for his passengers. He will wait for riders who are running for his bus, and he answers questions courteously."





## Retirees

### September

Joseph Clay, Jr., 63rd/Ashland, 25 years  
 Allen W. Dixon, Kedzie garage, 22 years  
 Donnie A. Hendricks, 103rd garage, 22 years\*  
 Jimmie C. Smith, Forest Glen, 29 Years  
 Wallace T. Warren, 69th St., 21 years  
 Oreltha M. Petty, Madison/Wabash, 6 years  
 Charles J. Williams, West Shops, 27 years  
 Frank C. Johnson, Purchasing, 23 years  
 Elsa M. McCrory, DBE Program, 5 years  
 Martha Bada, North Park, 11 years\*  
 Raphael Emery, North Park, 21 years\*  
 Adell Petty, 103rd St., 20 years\*  
 James C. Martin, Madison/Wabash, 21 years

### October

Carl V. Benoit, Forest Glen, 32 years  
 Jimmie L. Evans, Forest Glen, 25 years  
 George O'Donnell, Archer, 32 years  
 Hugo Fernandez, North Park, 14 years\*  
 Johnnie Howard, Forest Glen, 21 years\*  
 William Oliver, Lawndale, 22 years\*  
 James Parker, Beverly, 24 years\*  
 Jerry Jones, 69th St., 22 years\*

### November

Samuel P. Stockling, Sr. 69th St., 26 years  
 Abner Williams, Jr., Limits, 11 years  
 William N. Brown, 63rd/Ashland, 21 years  
 Robert F. Charney, Forest Glen, 13 years\*  
 Jean K. Collins, Archer, 11 years\*  
 Wilson Gonzalez, Kedzie, 16 years\*  
 Frank Goods, Archer, 22 years\*  
 Michelle McCotry, 69th St., 11 years\*  
 Oscar McDonald, Forest Glen, 19 years\*  
 Rita A. Taylor, Limits, 10 years\*  
 Kenneth E. Brawner, Eqpt./Maint., 13 years\*  
 Curtis Davis, Eqpt. Engr./Maint., 20 years\*  
 Eva M. Sykes, Eqpt. Engr./Maint., 11 years\*

### December

Freddie H. Gregory, 61st terminal, 36 years  
 John Lagon, 61st terminal, 20 years  
 James J. O'Neill, Forest Glen, 40 years  
 Phillip E. Stokes, 103rd St., 31 years  
 John L. Williams, 61st terminal, 26 years  
 Richard L. Smith, Claims, 30 years  
 Charles E. Tabb, Madison/Wabash, 11 years\*  
 Claudis B. Toran, 69th St., 19 years\*  
 Michael M. Cox, Kedzie, 12 years\*  
 Sammy Lee, Jr., 61st terminal, 14 years\*  
 Luster L. Lockhart, 103rd St., 8 years\*  
 Ramona Martinez, Kedzie, 14 years\*  
 Willie Nash, 69th St., 17 years\*  
 Larry Payton, 77th St., 20 years\*  
 Mary C. Moriarty, Comm. & Power Cont., 22 years\*  
 Sam Binion, Jr., Eqpt. Engr./Maint., 15 years\*  
 Eddie C. Williams, Eqpt. Engr./Maint., 21 years\*  
 Lottie M. Harris, Central Counting, 10 years\*

\*Disability retiree

## January Service Anniversaries

### 40 Years

Douglas Williams, Ashland

### 35 Years

Felix Black, Warehouse-South

### 30 Years

Thomas Houston, 69th Street  
 Jerry Johnson, Control Center  
 Robert Lucas, Lawndale  
 Donald McKinney, Bus Instruction  
 Daniel Quagliano, Howard/Kimball  
 William Staunton, North Park Maint.

### 25 Years

George Bowen, Jr., Kedzie  
 Donald Bruno, Operations Planning  
 Sammie Chaiman, 103rd Street  
 William Davidson, Howard/Kimball  
 Anthony DiChristofano, Power Dist.  
 David Evans, Jr., Howard/Kimball  
 James Farmer, Ashland/61st/95th  
 Christopher Gaca, Revenue Equip.  
 Mary Gallon, Quality Impv. Bus  
 Robert Lee, Utility Repair  
 James Morris, 77th Street  
 Johnny Nichols, Rail Janitors  
 Anthony Nicholson, Agents North  
 Marron Robinson, Schedules  
 Dennis Sipich, Treasury  
 Willie Whisenton, Limits

## In Memoriam

Milton D. Abrahamson, 85, Shops & Equip.  
 Harold A. Anderson, 80, Transportation  
 Howard A. Andler, 65, North Park  
 Albert Armstrong, 55, Limits  
 Maurice H. Ballestro, 83, Accounting  
 Ted A. Bochnik, 81, North Avenue  
 Robert G. Burns, 92, Devon  
 Virgil H. Chambers, 74, 69th Street  
 Eugene A. Ciardullo, 71, 54th Street  
 Joseph M. Connors, 79, North Section  
 Joseph Covais, 63, District C  
 Andrew Dalstrom, 79, Forest Glen  
 John D. Donohue, 91, Kedzie  
 Melvin M. Dreyer, 85, Shops & Equip.  
 Beulah L. Fields, 86, West Section  
 Harry V. Forbes, 69, North Avenue  
 Thyra Foster, 92, Shops & Equip.  
 Oscar Frederick, 69, West Section  
 Edward Z. Galek, 70, Maintenance  
 Louise Godby, 88, Transportation

## In Memoriam (continued)

Danny V. Gorski, 75, North Avenue  
 Vito J. Grickett, 77, Archer  
 Thomas C. Grogan, 82, 69th Street  
 David J. Hartford, 69, Archer  
 Francis J. Hartig, 61, Archer  
 Wilburn L. Hester, 74, 77th Street  
 Robert Hochleutner, 78, Archer  
 Sidney J. Hutnick, 73, North Park  
 Frank J. Illichman, 79, Archer  
 Albert A. Jacques, 64, North Avenue  
 Joseph B. Johnson, 84, Shops & Equip.  
 Oscar Johnson, 75, Transportation  
 James G. Kelly, 78, Archer  
 John Kennedy, 85, Shops & Equip.  
 James J. Kiely, 83, Shops & Equip.  
 Otto J. Kostelecky, 92, Lawndale  
 Edwin J. Kruser, 81, Forest Glen  
 Victor Kunz, 92, Shops & Equipment  
 Wardell Lee, 69, Madison/Wabash  
 Michael McCarthy, 87, Lawndale  
 Jennie L. McClain, 84, North Sect.  
 Clarence B. Million, 91, 77th Street  
 Cecelia Moran, 83, South Section  
 Mary E. Morgan, 75, West Section  
 James Morrow, 90, West Section  
 Thomas P. Murphy, 79, North Avenue  
 Jasper F. Myers, 83, Forest Glen  
 Edgar P. Newtop, 78, North Park  
 Frank Niedzielak, 93, Lake Street  
 Mary J. Ohnesorge, 81, West Section  
 Adell Petty, 43, 103rd Street  
 Jerome Pierczynski, 76, Central Dist.  
 Boleslaw Fresz, 79, Veh. Mtce.  
 Jeffery Qualls, 61, 77th Street  
 William E. Redmond, 84, North Avenue  
 Mary E. Rettig, 54, Mgmt. Info. Sys.  
 Edward Rohde, 81, West Section  
 Walter H. Scharp, 82, Sched. Traffic  
 Edward M. Schlage, 84, North Section  
 Fred S. Schultz, 82, 69th Street  
 Elizabeth Segerson, 81, West Section  
 George M. Serritella, 81, Shops & Equip.  
 Raymond J. Simon, 79, North Park  
 Rudolph S. Smajo, 72, Archer  
 Elsie M. Smith, 72, Mgmt. Services  
 William J. Sorensen, 60, 69th Street  
 George Soukup, 91, West Section  
 Hal G. Staats, 77, North Sect.  
 Edward W. Stamp, 72, Transportation  
 David Stover, 73, North Avenue  
 Edward O. Stroh, 86, Keeler  
 Aloizy F. Svulius, 84, Claims  
 Fernando Torres, 47, North Park  
 Virgil D. Trimmer, 81, Beverly  
 Joseph T. Virruso, 73, Veh. Mtce.  
 Clarence C. Williams, 82, Kedzie  
 Alger Yodual, 66, South Shops





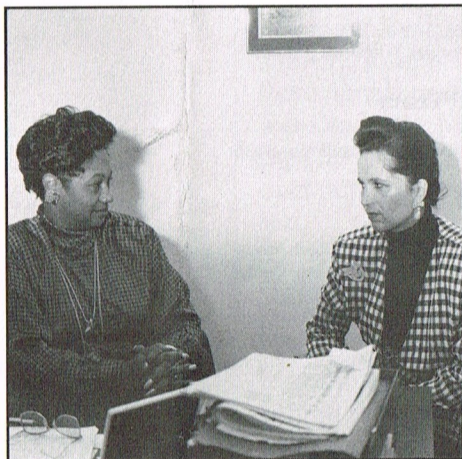
## Margo and Margo are not doubles, but close enough

It isn't so unusual to meet someone with part of your name—maybe your first name, or perhaps surname, even the middle initial—but what are the odds of meeting an individual whose given and surnames are exactly as yours, although the names were acquired through marriage?

The chances of that happening, whatever the odds, did occur with CTA's **Margo Brooks**, a specialist in the Disadvantaged Business Enterprise section where she has been on staff since April 1988. Soon after arriving in Chicago from her home state of West Virginia, Ms. Brooks was made aware of her name sake, a Jackson Park hospital administrative assistant who was born and reared in Chicago.

As strange as it may seem, the two Margos have discovered that they also share some identical characteristics, and learned that they have had many identical experiences as well.

Even though they don't look alike, there are some astounding similarities between the two women which excite the curiosity of most people who know them. Perhaps its their astrological sign (Scorpio), if you believe in that sort of thing. There is a three-year difference in their ages, but both were born on November 5, and from that point on there are quite a few parallels with this duo. For instance, upon first



"Will wonders never cease?" the quizzical expressions seem to say as **Margo Brooks** (left), CTA's DBE specialist, and Jackson Park hospital administrative assistant **Margo Brooks** meet.

arrival in Chicago, Margo of CTA lived on Mason street, but what's uncanny is that the maternal grandparents of Jackson Park's Margo were named Mason. Even the insurance agent for one, by happenstance, is a good friend of the other.

When at last they met for a get acquainted luncheon on a recent cold and rainy Wednesday afternoon, there were a number of obvious similarities between the two. Margo Brooks of Jackson Park walked into the DBE section, and like her counter-

part, was attired in black. Both were sporting look alike black leather top coats as though it were all a part of some master plan, right down to identical bracelets.

The slight difference was the blue blouse worn by CTA's Brooks, and the red patterned scarf which was a part of her new friend's attire. However, as it happens, red is a favored color to both women.

It doesn't stop there, the list goes on; each lady has freckles on her nose, has black hair which previously was frosted, claims fried chicken as favored food which they both declare they could eat daily, and each is the parent of a son and a daughter. Likewise, the two women's academic disciplines were generally the same; one studied business administration and developed a marketing interest, while the other's concentration was in business education where she developed a marketing interest. Their favored subjects, respectively, were English and creative writing. In all, it was an interesting afternoon for both ladies as they became better acquainted. Each came away feeling as though she had known the other for several years, and now they plan to cultivate the new friendship, says CTA's Brooks.

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